

# COUNTY MEDICAL SERVICES

## Patient Handbook

**County of San Diego  
Health and Human Services Agency  
April 2013**

# County of San Diego CMS Patient Handbook

This handbook belongs to:

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Notes: \_\_\_\_\_

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**County of San Diego CMS  
Patient Handbook**

**SAN DIEGO  
COUNTY MEDICAL SERVICES  
(CMS) PROGRAM**

**Please read this handbook carefully.**

**It provides you with information on how to receive care through  
the CMS Program.**

Your Medical Home/Primary Care Clinic (PCC) is listed on your CMS card.

Your Primary Care Doctor: \_\_\_\_\_

**CMS Patient Information Line .....(800) 587-8118**  
**Eligibility Appointments .....(800) 587-8118**

**Other Useful Telephone Numbers:**

San Diego 211 .....211 or 858-300-1211  
Social Security/SSI Applications .....(800) 772-1213  
Medi-Cal (ACCESS)  
Toll free within San Diego County .....(866) 262-9881  
The Consumer Center for  
Health Education and Advocacy .....(877) 734-3258

Call the San Diego 211 INFO-LINE for information about other health and  
social services in San Diego County.

# County of San Diego CMS Patient Handbook

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# **County of San Diego CMS Patient Handbook**

## **County Medical Services**

The County of San Diego Health and Human Services Agency operates the County Medical Services (CMS) Program and AmeriChoice manages the day-to-day business. CMS helps uninsured adult county residents to get medical care. CMS uses a network of community health centers, private physicians and local hospitals to provide the services.

CMS is not health insurance; it is a program of last resort for eligible adults, which covers only necessary medical services.

CMS covers the cost of your immediate and on-going medical care. Conditions like pregnancy, routine physicals, and mental health are never covered. Other services may have limited coverage.

The County reserves the right to impose a lien against your property for services covered by CMS. The County further reserves the right to require a Reimbursement Agreement be signed by you as a condition of eligibility. The Reimbursement Agreement permits the County to bill you directly for repayment to CMS for the services covered by CMS.

This handbook tells you where and how to receive CMS medical services and what medical care is available to you.

### **Handbook – Online Version**

The following link can be used for accessing the online version of this handbook:

[http://www.sdcounty.ca.gov/hhsa/programs/ssp/county\\_medical\\_services/index.html](http://www.sdcounty.ca.gov/hhsa/programs/ssp/county_medical_services/index.html)

# **County of San Diego CMS Patient Handbook**

## **Covered Medical Services**

### **CMS IS NOT A HEALTH INSURANCE PROGRAM**

#### **Services Covered By CMS (prior approval is not necessary)**

- Evaluation of your condition by a primary care provider
- Follow-up care by a primary care provider for serious health conditions
- Emergency room care
- Emergency hospital admissions
- Emergency medical transportation
- Emergency dental care
- Prescription medicines from the CMS approved list (All prescriptions funded by CMS must be approved by the Food & Drug Administration/FDA)

#### **Services That Need To Be Approved In Advance By CMS**

- Medical care from a specialist physician
- Planned hospital admissions
- Surgical and diagnostic procedures
- Limited rehabilitation, vision, medical equipment and home health services
- Non-emergency medical transportation
- Prescription medicines not on the CMS approved list
- Medications and treatment related to preventing organ rejection and/or complication

#### **Services Never Covered By CMS\***

- Routine physical examinations and preventive care
- Routine dental and vision care
- Orthodontia
- Services to pregnant women
- Family planning (including voluntary sterilization)
- Infertility services
- Care by a chiropractor
- Non-prescription medicines
- Visits to the ER for follow-up or prescriptions
- Treatment of mental health, alcohol and/or drug problems
- Experimental or cosmetic procedures
- Organ and bone transplants and all related services related to obtaining a transplant
- Bone marrow transplants
- Clinical trials are not a CMS Program covered benefit. This includes any medications, treatments, procedures, or professional components related to any clinical trial in which the CMS patient may be involved.

\* This list is not exhaustive of all Non-Covered Services. Please contact the Customer Service Line at 800-587-8118 for more information.

# County of San Diego CMS Patient Handbook

## Eligibility

Whether you have an unexpected health problem like an infection or an accident, or long term medical problem like diabetes or high blood pressure, CMS can cover medical expenses for you when you qualify. CMS does not cover bills for services received before the date of your CMS application. You must schedule an interview, complete an application, and be approved CMS to be covered. Call (800) 587-8118 to make your application appointment. Eligibility locations are listed on page 12.

If you qualify for CMS you:

- Will be initially certified for up to six months.
- Will be asked to choose one of the community health centers as your primary care provider.
- Will receive a CMS card and a Notice of Action. When you receive any medical service, you must show your card or your Notice of Action to the medical provider.

### Share of Cost

Share of Cost is the amount that you must pay or be obligated to pay toward the cost of CMS covered health care services. In any month you receive CMS services, you will be billed by the County for your share of cost or the amount of CMS services, whichever is less. You will not be billed for any months in which you did not receive CMS services.

### When Your Card Expires

If you have an ongoing medical/dental need and will require CMS coverage past your certification period, you will need to attend an interview to be evaluated for ongoing CMS. To request an appointment for the interview, you must:

**Call 1-800-587-8118 at least 30 days before your certification period ends to schedule your next appointment.**

If you have certain chronic health condition(s), your eligibility period may be renewed for up to 12 months.

If you are admitted to the hospital through the emergency room and your CMS card has expired, the hospital may arrange for you to complete an application while you are in the hospital.

# **County of San Diego CMS Patient Handbook**

Each time you apply for CMS you will be asked to provide:

- Proof of identity
- Proof of county residence
- Proof of immigration status, if applicable
- Proof of your current income and resources

If you are found to be eligible, CMS will be approved starting your month of application. If you have received care between the date of your application and the date your application is approved, CMS will only pay for CMS covered services that have not been paid for. Information about CMS covered services begins on page 2 of this handbook.

## **What To Do When You Have Been Injured By Another Person**

If another person causes your injury, that person may be responsible for paying for your medical care. CMS has the right to seek repayment from that person. You must report to CMS whenever you have been injured in an accident including on-the-job injury. You must call the Third Party Liability section of CMS at (888) 553-5552 to report the accident.

## **Selecting a Primary Care Provider**

After your eligibility has been approved, you will be asked to select one of the community health centers as your primary care provider. The primary care provider you selected will be listed on the front of your CMS card.

Your primary care provider coordinates your medical care, as appropriate, either by providing treatment or by sending Treatment Authorization Request (TAR) to CMS for treatment which needs to be approved by CMS in advance.

## **Changing Your Primary Care Provider**

You may change your primary care provider if:

- You have moved to a new area in the county;
- You need medical care that cannot be provided by your current primary care provider; or
- There are differences between you and your primary care provider that cannot be resolved through the complaint process.

Call CMS Patient Information at **(800) 587-8118** to request a change, and tell the representative why you want to change. You are an important partner in your medical care and can help doctors and nurses provide the best care possible.



# **County of San Diego CMS Patient Handbook**

## **Your Rights and Responsibilities**

### **Under CMS You Have The Right To:**

- Get good medical information so you can make decisions about your health care and treatments.
- Request or refuse medical treatment.
- Receive considerate, respectful care at all times.
- Choose your medical provider within the limits of the program.
- Talk to CMS staff that can help you with your questions, problems, and complaints.
- Appeal if you are not satisfied with a program decision (see page 10 for instructions).
- Expect that the information in your medical record and what you say to your doctor will not be released without your permission, except as required or allowed by law.
- Request a second opinion if you do not agree with the medical care or the treatment plan prescribed for you by your medical care provider.

### **Under CMS You Are Responsible For:**

- Calling your primary care provider for medical advice FIRST, except in an emergency.
- Arriving on time for your scheduled appointments.
- Letting your medical care providers know if you do not understand your treatment plan or what is expected of you, and if you agree to the treatment recommendations, following your medical care providers' instructions.
- Giving accurate and complete information about your present condition and past illnesses to your medical care providers.
- Treating providers and CMS staff with respect and dignity.
- Giving accurate information about your financial and residency status to eligibility staff.
- Reporting changes in your financial or living situation to eligibility staff within ten (10) days of the change by calling 1-888-553-5552.
- Reporting any accident or injury caused by another person.
- Repaying CMS from third party recovery, including lawsuits.
- Paying or obligating Share of Cost payments, if applicable.

# **County of San Diego CMS Patient Handbook**

## **How to Receive CMS Services**

When you are eligible for CMS, be sure to follow these instructions so your medical care is covered.

### **Dental Services**

CMS covers dental care ONLY at a CMS dental clinic. This includes emergency dental needs as well. When you need emergency dental care, call the CMS dental clinic in your area and schedule an appointment. CMS does not provide complete dental care such as routine check-ups, preventive care or prophylaxis cleaning. All non-emergency services must be approved by CMS before they are provided. In addition, other dental services (e.g endodontics and dental prosthesis) must be medically necessary and require prior authorization. See page 13 for locations.

### **Emergency Room Services**

Emergency room services are ONLY covered if the medical problem requires immediate attention. An emergency is a medical problem that:

- Happens suddenly and has very serious symptoms
- Could cause serious injury or damage to your body if you do not see a doctor right away

Some of these medical problems are:

- Broken bones
- Severe pain
- Chest pain
- Severe burns
- Breathing problems
- Poisoning

Emergency room visits for psychological diagnoses or mental health conditions are not covered by CMS.

### **Inpatient Services**

CMS covers all of the cost of inpatient services if:

- You are admitted for a covered condition;
- You are admitted because of an emergency; or
- Your doctor obtains authorization before you are admitted to the hospital.

If you are admitted through the emergency room, show your CMS card to the hospital admitting staff.

### **Out-of-County Services**

CMS pays for medical care only when it is provided in San Diego County. If you are admitted to a hospital while in another county or state, identify yourself as a San Diego County CMS patient and ask the hospital staff to call CMS at (800) 587-8118 to arrange for your follow-up care in San Diego County.

# **County of San Diego CMS Patient Handbook**

## **Outpatient Services**

Except for emergencies, always contact your primary care provider for your care. The community health center you selected is your primary care provider. Your primary care provider will provide or make arrangements for all the care that you need.

## **Pharmacy Services**

CMS provides covered prescription medicine listed in the CMS Formulary, which can be found at:

[http://www.sdcounty.ca.gov/hhsa/programs/ssp/county\\_medical\\_services/index.html](http://www.sdcounty.ca.gov/hhsa/programs/ssp/county_medical_services/index.html)

A Share of Cost payment may be required. All prescriptions funded by CMS must be approved by the Food & Drug Administration (FDA).

If your physician prescribes a medicine that is not covered by CMS, the pharmacist or your physician must request authorization from CMS before filling your prescription. If CMS does not authorize the medicine, you may choose to pay for it yourself.

All prescriptions must be filled by a pharmacy serving CMS (listed on pages 19-28) or by your primary care provider. Your provider will need to verify that you are eligible for CMS through the CMS Provider On-Line Verification website ([www.sdcmspov.com](http://www.sdcmspov.com)). If your eligibility cannot be verified, you may be asked to pay for your prescription.

If you have a monthly Share of Cost, each month you must pay or be obligated to pay any applicable costs towards your Share of Cost.

If you fill your prescription at a pharmacy that does not serve CMS or you fill a prescription for medicine that CMS did not authorize, you are responsible for paying for the medicine yourself. CMS will not reimburse you.

## **Specialty Physician Referrals**

Medical care that cannot be provided by your primary care provider must be approved in advance by CMS medical staff. Your primary care provider will tell you if the service has been approved and may help you to make your appointment with the specialist before the approval expires. If the service is not approved, you will receive a written denial from CMS.

## **County of San Diego CMS Patient Handbook**

### **Substance Abuse and Mental Health Services**

CMS provides physical health care services only. The County of San Diego Health and Human Services Agency also provides treatment for alcohol, drug, and mental health problems. For more information, please call:

**Alcohol and Drug Services.....(619) 584-5007**  
**Access & Crisis Line .....(888) 724-7240**  
**TDD for the hearing impaired.....(619) 641-6992**

### **Medi-Cal Program**

Medi-Cal is California's primary medical coverage program for low income people. If you have been disabled or expect to be disabled for more than 1 year, you will be required to apply for Medi-Cal.

CMS staff can help you go through the Medi-Cal application process. Ask your CMS worker about a referral to Medi-Cal or call ACCESS toll free within San Diego County at (866) 262-9881 and ask for a Medi-Cal application. You can also call 211 to start your Medi-Cal application.

# County of San Diego CMS Patient Handbook

## Complaints

When you:

- Have a question
- Have a problem with the program or provider
- Can't get an appointment
- Were denied a medical service and you disagree with the denial

Call CMS Patient Information at (800) 587-8118 weekdays between 8:00 a.m. and 5:00 p.m. The CMS Patient Services Representative can answer your questions and can tell you what you need to do.

If you need more help, the Consumer Center for Health Education and Advocacy known as "The Consumer Center" can also help you. The Consumer Center offers health education and patient advocacy to CMS and Medi-Cal patients. They can help you resolve problems in qualifying for eligibility as well as problems in getting appropriate medical treatment. Their toll free number is (877) 734-3258.

### What To Do When Providers Bill You

Do not ignore bills that you receive from health care providers for services that have been approved by CMS. Do not send your bills to CMS. Instead, call the provider who billed you, explain that you are eligible for CMS. Give the provider your Member ID number which is printed on the front of your CMS card. Your provider can verify your eligibility through the CMS Provider On-Line Verification website ([www.sdcmspov.com](http://www.sdcmspov.com)) by your Member ID number. If you fail to notify your provider that you have CMS, you will be responsible for payment of the provider's bill. If the provider has questions, ask them to call CMS at (800) 587-8118.

**CMS does not guarantee payment of all medical services.** CMS guidelines and requirements must be met in order for payment to occur. You will be notified if payment for your medical bill is denied.

# **County of San Diego CMS Patient Handbook**

## **Appeals**

### **Eligibility Appeals**

1. If you disagree with the eligibility determination of CMS, you have the right to appeal the decision by filing a County Administrative Hearing.
2. You must file your appeal within fourteen (14) calendar days of the date of the Notice of Action by writing to or calling:

**San Diego County Health and Human Services Agency  
Appeals Section - GR/CMS Calendar Clerk  
1255 Imperial Avenue, Suite 300  
San Diego, CA 92101  
Phone: (619) 237-8534**

3. If you are dissatisfied with the County Hearing Officer's decision, you may file an appeal with the San Diego County Superior Court.

Requests submitted after 14 calendar days shall only be considered if you present good cause for missing the deadline.

## **County of San Diego CMS Patient Handbook**

# **Treatment Authorization Request (TAR) Denial Process**

### **TAR Administrative Denial**

When your primary care provider or specialist submits a Treatment Authorization Request to CMS, it must be reviewed and program guidelines must be met in order to be approved. However, there are instances when a request is denied. Administrative Denials are issued when the Treatment Authorization Request was submitted without ANY medical documentation to support the specific request. The health care provider must submit the required medical documentation in order to reconsider the Treatment Authorization Request.

### **TAR Medical Reconsideration and Appeal**

If you have been denied a medical service, always talk with your primary care provider or the specialist about other treatments available to you. If you still have concerns that are not resolved after speaking with your provider, you may call the CMS Customer Services staff and have the denial reconsidered.

1. Reconsideration Process: You must send a signed statement asking for a reconsideration within 30 calendar days of the date of the service denial notice to:

**CMS Customer Service Supervisor  
P.O. Box 939016  
San Diego, CA 92193**

If your letter is sent after 30 days, please explain the reason in your letter for being late. CMS will review and send the decision to you by certified mail within 45 calendar days of receiving your statement.

2. Appeal Process: If you are not satisfied with the Reconsideration decision, you may request an appeal. Send your written appeal within 30 calendar days of the date of the reconsideration decision notice to:

**CMS Customer Service Supervisor  
ATTN: Medical Appeal  
P.O. Box 939016  
San Diego, CA 92193**

You have certain rights in an appeal. The Customer Service Supervisor will explain your rights and tell you what steps you need to follow. You and/or your representative may present your reason for appeal to the independent panel who hears your case. CMS will send you a written decision by certified mail within 20 County business days after your hearing. The appeal is the final step.

# **County of San Diego CMS Patient Handbook**

## **CMS Eligibility Locations To Schedule an Appointment call (800) 587-8118**

### **Downtown Family Health Center**

1145 Broadway  
San Diego, CA 92101

### **HHSA North Central Family Resource Center**

5055 Ruffin Rd  
San Diego, CA 92123

### **HHSA Northeast Family Resource Center Annex**

7290 El Cajon Boulevard  
San Diego, CA 92115

### **HHSA South Region Office**

690 Oxford Street  
Chula Vista, CA 91911

### **North Inland Regional Center**

600 East Valley Parkway  
Escondido, CA 92025

### **Oceanside Public Health Center**

104 South Barnes Street  
Oceanside, CA 92054



# **County of San Diego CMS Patient Handbook**

## **CMS DENTAL LOCATIONS Appointments Are Required**

### **Comprehensive Health Center**

3177 Oceanview Boulevard  
San Diego, CA 92113  
(619) 231-9300

### **Fallbrook Family Health Center**

1328 South Mission Road  
Fallbrook, CA 92028  
(760) 451-4720

### **Family Health Centers San Diego - Grossmont/Spring Valley Dental**

8788 Jamacha Road  
Spring Valley, CA 91977  
(619) 515-2330

### **Family Health Centers San Diego - Logan Heights Dental Clinic**

1809 National Avenue  
San Diego, CA 92113  
(619) 515-2394

### **Family Health Centers San Diego - North Park/Hillcrest Dental Clinic**

3544 30<sup>th</sup> Street  
San Diego, CA 92104  
(619) 515-2434

### **La Maestra Family Clinic – El Cajon**

183 South First Street  
El Cajon, CA 92019  
(619) 328-1335

### **La Maestra Family Clinic**

4305 University, Suite 120  
San Diego, CA 92105  
(619) 285-8135

### **Neighborhood Healthcare – Lakeside Dental**

10039 Vine Street  
Lakeside, CA 92040  
(619) 390-9975

### **Neighborhood Healthcare - Pauma Valley**

16650 Hwy. 76  
Pauma Valley, CA 92061  
(760) 742-9919

### **Neighborhood Healthcare - Ray M. Dickinson Wellness Center**

425 North Date, Suite 125  
Escondido, CA 92025  
(760) 737-2018

### **Operation Samahan - Camino Ruiz**

10737 Camino Ruiz, Suite 235  
San Diego, CA 92126  
(858) 578-4220

### **Operation Samahan—Highland**

2743 Highland Avenue  
National City, CA 91950  
(619) 474-2284

### **San Ysidro Health Center**

4004 Beyer Blvd  
San Ysidro, CA 92173  
(619) 662-4180

### **Vista Community Clinic**

1000 Vale Terrace  
Vista, CA 92084  
(760) 631-5000

# County of San Diego CMS Enrollee Handbook

## CMS Hospitals

### **Alvarado Hospital**

6655 Alvarado Road  
San Diego, CA 92120  
(619) 287-3270

### **Fallbrook Hospital District**

624 East Elder Street  
Fallbrook, CA 92028  
(760) 728-1191

### **Palomar Hospital Medical Center**

555 East Valley Parkway  
Escondido, CA 92025  
(760) 739-3000

### **Paradise Valley Hospital**

2400 East Fourth Street  
National City, CA 91950  
(619) 470-4321

### **Pomerado Hospital**

15615 Pomerado Road  
Poway, CA 92064-2405  
(858) 613-4000

### **Promise Hospital of San Diego**

5550 University Avenue  
San Diego, CA 92105  
(619) 582-3516

### **Scripps Memorial - Encinitas**

354 Santa Fe Drive  
Encinitas, CA 92024  
(760) 753-6501

### **Scripps Memorial - La Jolla**

9888 Genesee Avenue  
La Jolla, CA 92037  
(858) 457-4123

### **Scripps Mercy Hospital**

4077 Fifth Avenue  
San Diego, CA 92103  
(619) 294-8111

### **Scripps Mercy Hospital - Chula Vista**

435 H Street  
Chula Vista, CA 91910  
(619) 691-7000

### **Sharp Chula Vista Medical Center**

751 Medical Center Court  
Chula Vista, CA 91911  
(619) 482-5800

### **Sharp Coronado Hospital**

250 Prospect Place  
Coronado, CA 92118  
(619) 522-3600

### **Sharp- Grossmont Hospital**

5555 Grossmont Center Drive  
La Mesa, CA 91942  
(619) 740-6000

### **Sharp Memorial Hospital**

7901 Frost Street  
San Diego, CA 92123  
(858) 939-3400

### **Tri-City Medical Center**

4002 Vista Way  
Oceanside, CA 92056  
(760) 724-8411

### **UCSD Medical Center**

200 West Arbor Drive  
San Diego, CA 92103  
(619) 543-6222

### **UCSD Thornton Hospital**

9300 Campus Point Drive  
La Jolla, CA 92037  
(858) 550-0115

# **County of San Diego CMS Patient Handbook**

## **CMS PRIMARY CARE CLINICS**

### **BORREGO SPRINGS MEDICAL CENTER**

4343 Yaqui Pass Road  
Borrego Springs, CA 92004  
(760) 767-5051

### **Centro Medico - El Cajon**

396 North Magnolia  
El Cajon, CA 92020  
(619) 401-0404

### **Borrego Julian Medical Clinic**

2721 Washington Street  
Julian, CA 92036  
(760) 765-1223

### **COMMUNITY HEALTH SYSTEMS**

#### **Fallbrook Family Health Center**

1328 South Mission Road  
Fallbrook, CA 92028  
(760) 451-4720

### **FAMILY HEALTH CENTERS (FHC) OF SAN DIEGO**

#### **Beach Area FHC**

3705 Mission Boulevard  
San Diego, CA 92109  
(619) 515-2444

#### **Chase Avenue FHC**

1111 West Chase Avenue  
El Cajon, CA 92020  
(619) 515-2499

#### **Chula Vista FHC**

251 Landis Avenue  
Chula Vista, CA 91910  
(619) 515-2500

#### **City Heights FHC**

5454 El Cajon Boulevard  
San Diego, CA 92115  
(619) 515-2400

### **FAMILY HEALTH CENTERS (FHC) OF SAN DIEGO**

#### **(Continued)**

#### **Diamond Neighborhoods FHC**

220 Euclid Avenue, Suite 40  
San Diego, CA 92114  
(619) 515-2560

#### **Downtown FHC**

1145 Broadway  
San Diego, CA 92101  
(619) 515-2525

#### **Elm Street FHC**

140 Elm Street  
San Diego, CA 92101  
(619) 515-2520

#### **Grossmont/Spring Valley FHC**

8788 Jamacha Road  
Spring Valley, CA 91977  
(619) 515-2555

#### **Lemon Grove FHC**

7592 Broadway  
Lemon Grove, CA 91945  
(619) 515-2550

#### **Logan Heights FHC**

1809 National Avenue  
San Diego, CA 92113  
(619) 515-2300

#### **North Park FHC**

3544 30<sup>th</sup> Street  
San Diego, CA 92104  
(619) 515-2424

#### **Sherman Heights FHC**

2391 Island Avenue  
San Diego, CA 92102  
(619) 515-2435

# County of San Diego CMS Patient Handbook

## CMS PRIMARY CARE CLINICS

### **IMPERIAL BEACH HEALTH CENTER**

949 Palm Avenue  
Imperial Beach, CA 91932  
(619) 429-3733

### **Nestor**

1016 Outer Road  
San Diego, CA 92154  
(619) 429-3733

### **LA MAESTRA FAMILY CLINIC**

4060 Fairmount Avenue  
San Diego, CA 92105  
(619) 280-4213

### **El Cajon**

165 South First Street  
El Cajon, CA 92019  
(619) 779-7900

### **National City Clinic**

217 Highland Avenue  
National City, CA 91950  
(619) 434-7308

### **MOUNTAIN HEALTH & COMMUNITY SERVICES**

#### **Alpine Family Medicine**

1620 Alpine Boulevard #B119  
Alpine, CA 91901  
(619) 445-6200

#### **Escondido Family Medicine**

255 North Ash Street, Suite 101  
Escondido, CA 92027  
(760) 745-5832

#### **Mountain Empire Family Medicine**

31115 Highway 94  
Campo, CA 91906  
(619) 478-5311

### **25th Street Family Medicine**

316 25<sup>th</sup> Street, Suite 101  
San Diego, CA 92102  
(619) 238-5551

### **NEIGHBORHOOD HEALTHCARE El Cajon**

855 East Madison  
El Cajon, CA 92020  
(619) 440-2751

### **Lakeside**

10039 Vine Street  
Lakeside, CA 92040  
(619) 390-9975

### **NEIGHBORHOOD HEALTHCARE (Continued)**

#### **Escondido - North Elm**

460 North Elm Street  
Escondido, CA 92025  
(760) 737-2000

#### **Escondido - Grand**

1001 E. Grand Avenue  
Escondido, CA 92025  
(760) 520-8200

#### **Pauma Valley**

16650 Highway 76  
Pauma Valley, CA 92061  
(760) 742-9919

#### **Ray M. Dickinson Wellness Center**

425 North Date Street, Suite 203  
Escondido, CA 92025  
(760) 520-8300

### **NORTH COUNTY HEALTH SERVICES**

#### **Ramona Health Center**

217 East Earlham Street  
Ramona, CA 92065  
(760) 789-1223

# **County of San Diego CMS Patient Handbook**

## **CMS PRIMARY CARE CLINICS**

### **OPERATION SAMAHAN INC.**

#### **Health Clinic**

10737 Camino Ruiz, Suite 235  
San Diego, CA 92126  
(858) 578-4220

#### **Family Clinic**

2743 Highland Avenue  
National City, CA 91950  
(619) 474-8686

#### **Community Health Center**

2835 Highland Ave., Suite A  
National City, CA 91950  
(619) 474-5567

### **SAN DIEGO AMERICAN INDIAN HEALTH CENTER**

2630 First Avenue  
San Diego, CA 92103  
(619) 234-2158

### **SAN DIEGO FAMILY CARE**

#### **Linda Vista Health Care Center**

6973 Linda Vista Road  
San Diego, CA 92111  
(858) 279-0925

#### **Mid City Community Clinic**

4290 Polk Avenue  
San Diego, CA 92105  
(619) 563-0250

### **SAN YSIDRO HEALTH CENTER**

4004 Beyer Boulevard  
San Ysidro, CA 92173  
(619) 428-4463

#### **Chula Vista Family Clinic**

865 Third Avenue, Suite 133  
Chula Vista, CA 91910  
(619) 498-6200

### **SAN YSIDRO HEALTH CENTER**

#### **(Continued)**

#### **Comprehensive Health Center – Ocean View**

3177 Ocean View Boulevard  
San Diego, CA 92113  
(619) 231-9300

#### **King-Chavez Health Center— Euclid**

950 Euclid Avenue  
San Diego, CA 92114  
(619) 662-4100

#### **National City Family Clinic**

1136 D Avenue  
National City, CA 91950  
(619) 336-2300

#### **Otay Family Health Center**

1637 Third Avenue, Suite B  
Chula Vista, CA 91911  
(619) 205-1360

#### **Paradise Hills Family Clinic**

2400 E. 8<sup>th</sup> Street, Suite A  
National City, CA 91950  
(619) 662-4100

#### **South Bay Family Health Center (Urgent Care Clinic)**

340 4th Avenue, Suite 7  
Chula Vista, CA 91910  
(619) 205-1960

### **SOUTHERN INDIAN HEALTH COUNCIL**

#### **Alpine Clinic**

4058 Willows Road  
Alpine, CA 91901  
(619) 445-1188

# **County of San Diego CMS Patient Handbook**

## **CMS PRIMARY CARE CLINICS**

### **SOUTHERN INDIAN HEALTH COUNCIL (Continued)**

#### **Campo Clinic**

36350 Church Road  
Campo, CA 91906-0498  
(619) 445-1188 x700

### **ST. VINCENT de PAUL VILLAGE FAMILY CENTER**

1501 Imperial Avenue  
San Diego, CA 92101  
(619) 233-8500

### **VISTA COMMUNITY CLINICS**

#### **Vista Community Clinic**

1000 Vale Terrace  
Vista, CA 92084  
(760) 631-5000

#### **Vista Community Clinic – Grapevine**

134 Grapevine Drive  
Vista, CA 92083  
(760) 631-5000

### **VISTA COMMUNITY CLINICS (Continued)**

#### **Vista Community Clinic – Horne Street**

517 N. Horne Street  
Oceanside, CA 92054  
(760) 631-5000

### **VISTA COMMUNITY CLINICS (Continued)**

#### **Vista Community Clinic – North River Rd**

4700 North River Road  
Oceanside, CA 92057  
(760) 631-5000

#### **Vista Community Clinic- Pier View Way**

819 Pier View Way  
Oceanside, CA 92154  
(760) 631-5000

# County of San Diego CMS Patient Handbook

## CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

### **You must show proof of CMS eligibility (CMS Card or Notice of Action).**

For the most current pharmacy listing, please check the CMS website at:  
[http://www.sdcounty.ca.gov/hhsa/programs/ssp/county\\_medical\\_services/index.html](http://www.sdcounty.ca.gov/hhsa/programs/ssp/county_medical_services/index.html)

#### **AD-RX Pharmacy**

6240 Wilshire Boulevard  
Los Angeles, CA 90048  
(323) 936-8221  
Free Delivery in CA.

#### **AHF Pharmacy - Previously Priority Pharmacy**

3940 Fourth Avenue, Suite 150  
San Diego, CA 92103  
(619) 574-9700  
Free Mail/Delivery

#### **Allen's Pharmacy**

1141 6<sup>th</sup> Ave.  
San Diego, CA 92101  
(619) 232-8101  
Free Mail/Delivery

#### **Asmar Community Pharmacy**

436 S. Magnolia St.  
El Cajon, CA 92020  
(619) 447-9900  
Free Delivery/No Mail

#### **Best Pharmacy**

5507 El Cajon Boulevard  
San Diego, CA 92115  
(619) 582-4466  
No Mail/Delivery

#### **\*Borrego Community Health Foundation Pharmacy**

655 Palm Canyon Drive, Suite B  
Borrego Springs, CA 92004  
(760) 767-3047  
Charge for Mail/No Delivery

#### **Community Medical Center Pharmacy**

610 Gateway Center Way, Ste A  
San Diego, CA 92102  
(619) 262-4373  
Free Mail/Delivery with > 1 Rx

#### **Community Medical Center Pharmacy**

750 Medical Center Court  
Chula Vista, CA 91911  
(619) 421-1132  
Free Mail/ \$5 Delivery Fee

#### **Community Pharmacy**

29115 Valley Center Road  
Valley Center, CA 92082  
(760) 749-1156  
No Mail/Delivery

#### **CVS Pharmacy**

1101 S. Mission Road  
Fallbrook, CA 92028  
(760) 723-5721  
Free Delivery/No Mail

# County of San Diego CMS Patient Handbook

## CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

### **CVS Pharmacy**

318 West El Norte Parkway  
Escondido, CA 92026  
(760) 489-1505  
No Mail/Delivery

### **CVS Pharmacy**

555 Broadway, Suite 1054  
Chula Vista, CA 91910  
(619) 420-7808  
No Mail/Delivery

### **CVS Pharmacy**

313 E. Washington Avenue  
San Diego, CA 92103  
(619) 291-7170  
No Mail/Delivery

### **CVS Pharmacy**

2510 El Camino Real  
Carlsbad, CA 92008  
(760) 729-8941  
No Mail/Delivery

### **CVS Pharmacy**

2760 Fletcher Parkway  
El Cajon, CA 92020  
(619) 461-4411  
No Mail/Delivery

### **CVS Pharmacy**

800 Palm Avenue  
Imperial Beach, CA 91932  
(619) 424-8989  
No Mail/Delivery

### **CVS Pharmacy**

3332 Sand Rock Road  
San Diego, CA 92123  
(858) 278-0047  
No Mail/Delivery

### **CVS Pharmacy**

1380 South 43rd Street  
San Diego, CA 92113  
(619) 263-8116  
No Mail/Delivery

### **CVS Pharmacy**

1810 Main Street  
Ramona, CA 92065  
(760) 789-9062  
No Mail/Delivery

### **CVS Pharmacy**

3350 Palm Avenue  
San Diego, CA 92154  
(619) 424-7030  
No Mail/Delivery

### **CVS Pharmacy**

1652 Garnet Avenue  
San Diego, CA 92109  
(858) 273-1940  
No Mail/Delivery

### **CVS Pharmacy**

4404 El Cajon Blv.  
San Diego, CA 92115  
(619) 280-5006  
Free Delivery/No Mail

### **CVS Pharmacy**

3925 North River Road  
Oceanside, CA 92058  
(760) 757-9348  
No Mail/Delivery

### **CVS Pharmacy**

635 S. Melrose Dr.  
Vista, CA 92081  
(760) 643-3900  
No Mail/Delivery



# **County of San Diego CMS Patient Handbook**

## **CMS Program Pharmacies**

Please check with specific pharmacies for delivery details.

### **Fallbrook Pharmacy**

343 East Alvarado St.  
Fallbrook, CA 92028  
(760) 728-1607  
\$7/\$14 Mail/\$10 Delivery Fee

### **\*Family Health Centers of San Diego**

1809 National Avenue  
San Diego, CA 92113  
(619) 515-2490  
No Mail/Delivery

### **Galloway's Medical Center Pharmacy**

2995 National Avenue  
San Diego, CA 92113  
(619) 525-1551  
Free Mail/Free Delivery over 1 rx

### **Hillcrest Pharmacy**

120 University Avenue  
San Diego, CA 92103  
(619) 260-1010  
Free Mail/Delivery

### **\*Indian Health Council Rincon Clinic**

50100 Golsh Road  
Valley Center, CA 92082  
(760) 749-1410  
No Mail/Delivery

### **\*Indian Health Council Ysabel Clinic**

110 1/2 School House Canyon Road  
Santa Ysabel, CA 92070  
(760) 765-4203  
No Mail/Delivery

### **\*La Maestra Family Clinic**

4060 Fairmont Avenue  
San Diego, CA 92105  
(619) 564-7013  
No Mail/Delivery

### **Linda Vista Pharmacy**

2361 Ulric St.  
San Diego, CA 92111  
(858) 277-6145  
Local Delivery Only

### **Med Rx Health Mart Pharmacy**

1031 East Vista Way  
Vista, CA 92084  
(760) 724-7125  
3+ Rx= Free Delivery

### **Med-Care Pharmacy**

161 Thunder Drive, Suite 100  
Vista, CA 92083  
(760) 758-7650  
\$5.00 Charge for Delivery

### **Medco Drugs**

1252 Broadway  
El Cajon, CA 92021  
(619) 440-3448  
Free Mail/Delivery

### **Medical Center Pharmacy**

12395 El Camino Real  
San Diego, CA 92130  
(858) 259-1221  
Free Mail/No Delivery Service

### **Medical Center Pharmacy**

480 Fourth Avenue, Suite 100  
Chula Vista, CA 91910  
(619) 427-1444  
Free Mail/Delivery

# County of San Diego CMS Patient Handbook

## CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

### **Medical Center Pharmacy**

765 Medical Center Court, #208  
Chula Vista, CA 91911  
(619) 656-2846  
Free Mail/Delivery (2+ Rx)

### **Medical Center Pharmacy**

1635 Third Avenue  
Chula Vista, CA 91911  
(619) 585-8818  
Free Mail/Delivery with > 1 Rx

### **Medical Center Pharmacy**

855 Third Avenue, Suite 1102  
Chula Vista, CA 91911  
(619) 585-0665  
Free Mail/Delivery with > 1 Rx

### **Medical Center Pharmacy**

4074 Fairmont Avenue  
San Diego, CA 92105  
(619) 284-1141  
Free Mail/Delivery with > 1 Rx

### **Medical Center Pharmacy**

340 Fourth Avenue, Suite 1  
Chula Vista, CA 91910  
(619) 422-9291  
Free Mail/Delivery with > 1 Rx

### **Medical Center Pharmacy**

310 Santa Fe Drive, Suite 109  
Encinitas, CA 92024  
(760) 753-9433  
Free Mail Delivery in certain areas

### **Medical Center Pharmacy**

4060 4th Ave. Suite 110  
San Diego, CA 92103  
(619) 297-2214  
2+ Rx= Free Delivery

### **Medical Center Pharmacy**

3904 Park Boulevard  
San Diego, CA 92105  
(619) 295-3109  
Free Mail/Delivery

### **Medical Center Pharmacy**

7910 Frost Street Suite 103  
San Diego, CA 92123  
(858) 560-1911  
Free Mail/Delivery

### **Modern Health Pharmacy**

13220 Evening Creek Drive, Suite 110  
San Diego, CA 92128  
(877) 322-7491  
Free Delivery

### **\*Neighborhood Healthcare**

460 North Elm Street  
Escondido, CA 92025  
(760) 737-2025  
No Mail/Delivery

### **Nudo's Pharmacy**

455 North Magnolia Avenue  
El Cajon, CA 92020  
(619) 442-0303  
Free Mail Delivery

### **Premier Pharmacy #4 - Previously Edwins Pharmacy**

12500 Burbank Blvd.  
Valley Village, CA 91607  
(888) 619-6196  
Free specialty mail order  
service/next day delivery

# **County of San Diego CMS Patient Handbook**

## **CMS Program Pharmacies**

Please check with specific pharmacies for delivery details.

### **Px Drugstore**

5300 Lankershim Boulevard, Suite  
160  
North Hollywood, CA 91601  
(818) 769-0313  
Free Mail/Delivery

### **Quality Care Pharmacy**

727 West San Marcos Blvd.  
San Marcos, CA 92078  
(760) 744-5959  
Free Mail/Delivery

### **Rite Aid**

1665 Alpine Boulevard  
Alpine, CA 91901  
(619) 659-1085  
No Mail/Delivery

### **Rite Aid**

7224 Broadway  
Lemon Grove, CA 91945  
(619) 465-6694  
No Mail/Delivery

### **Rite Aid**

427 C Street, Suite 100  
San Diego, CA 92101  
(619) 233-1666  
No Mail/Delivery

### **Rite Aid**

6939 Linda Vista Road  
San Diego 92111  
(858) 277-6730  
No Mail/Delivery

### **Rite Aid**

1735 Euclid Ave.  
San Diego, CA 92105  
(619) 264-7211  
No Mail/Delivery

### **Rite Aid**

3650 Adams Avenue  
San Diego, CA 92116  
(619) 563-0802  
No Mail/Delivery

### **Rite Aid**

661 Sweetwater Road  
Spring Valley, CA 91977  
(619) 463-9848  
No Mail/Delivery

### **\*San Ysidro Health Center**

3177 Oceanview Boulevard  
San Diego, CA 92113  
(619) 231-9300 x3148  
No Mail/Delivery

### **\*San Ysidro Health Center**

4004 Beyer Boulevard  
San Ysidro, CA 92173  
(619) 662-4160  
No Mail/Delivery

### **Sav-On Pharmacy**

655 14th Street  
San Diego, CA 92101  
(619) 237-9127  
Free Mail/Delivery

### **Sharp Coronado Community Pharmacy**

230 Prospect Place No. 110  
Coronado, CA 92118  
(619) 522-3996  
Free Delivery on Coronado

# County of San Diego CMS Patient Handbook

## CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

### **\*Southern Indian Health Council**

4058 Willows Road  
Alpine, CA 91901  
(619) 445-1188x430  
No Mail/Delivery

### **\*Southern Indian Health Council**

36350 Church Road  
Campo, CA 91906  
(619) 445-1188x730  
No Mail/Delivery

### **UCSD Edith and William Perlman Pharmacy**

9350 Campus Point Dr.  
La Jolla, CA 92037  
(858) 657-8610  
Free Mail/Delivery

### **UCSD Hillcrest Medical Offices South**

4168 Front Street  
San Diego, CA 92103  
(619) 543-5934  
Free Mail/Delivery

### **UCSD - John M. and Sally B. Thornton Hospital Pharmacy**

9300 Campus Point Drive, Ste. 3-  
264  
La Jolla, CA 92037  
(858) 657-8610  
Discharge Pharmacy Only

### **UCSD Medical Center Discharge Pharmacy**

200 West Arbor Drive, Suite 8765  
San Diego, CA 92103  
(619) 543-3279  
No Mail/Delivery

### **UCSD Moores Cancer Center**

3855 Health Science Drive, Suite  
0845  
La Jolla, CA 92093  
(858) 822-6088  
No Mail/Delivery

### **\*Vista Community Clinic #1**

1000 Vale Terrace Drive  
Vista, CA 92084  
(760) 631-5000  
No Mail/Delivery

### **\*Vista Community Clinic #2**

134 Grapevine Road  
Vista, CA 92083  
(760) 631-5000  
No Mail/Delivery

### **\*Vista Community Clinic #3**

818 Pier View Way  
Oceanside, CA 92054  
(760) 631-5000  
No Mail/Delivery

### **Vons**

1201 Avocado Avenue  
El Cajon, CA 92020  
(619) 440-1915  
No Charge Delivery Service

### **Vons**

2345 East Valley Parkway  
Escondido, CA 92027  
(760) 489-0981  
\$5 Delivery Service Charge

### **Vons**

3645 Midway Drive  
San Diego, CA 92110  
(619) 222-9736  
\$7.95 Delivery Charge

# County of San Diego CMS Patient Handbook

## CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

### **Vons**

4145 30th Street  
San Diego, CA 92104  
(619) 284-3582  
Free Delivery M-F

### **Vons**

933 Sweetwater Road  
Spring Valley, CA 91977  
(619) 460-6336  
\$7.95 Delivery Charge

### **Vons**

845 College Boulevard  
Oceanside, CA 92057  
(760) 630-6252  
\$5 Per delivery

### **Vons**

620 Dennerly Road  
San Diego, CA 92154  
(619) 428-3311  
\$7.95 Delivery Charge

### **Vons**

13439 Camino Canada  
El Cajon 92021  
(619) 390-1146  
No Delivery Service

### **Walgreens**

1430 Eastlake Parkway  
Chula Vista, CA 91915  
(619) 591-7042  
No Mail/Delivery

### **Walgreens**

621 I Street  
Chula Vista, CA 91910  
(619) 407-4057  
No Mail/Delivery

### **Walgreens**

215 North Second Street  
El Cajon, CA 92021  
(619) 401-0761  
Free Delivery

### **Walgreens**

111 West Washington Avenue  
Escondido, CA 92025  
(760) 291-0299  
Free Standard Shipping

### **Walgreens**

1574 East Valley Parkway  
Escondido, CA 92027  
(760) 839-7932  
No Mail/Delivery

### **Walgreens**

460 West Felicita Avenue  
Escondido, CA 92025  
(760) 735-6025  
No Mail/ \$3 Delivery Fee

### **Walgreens**

1285 South Mission Road  
Fallbrook, CA 92028  
(760) 451-2970  
No Mail/Delivery

### **Walgreens**

9728 Winter Gardens Boulevard  
Lakeside, CA 92040  
(619) 938-0069  
No Mail/Delivery

### **Walgreens**

30251 Murrieta Road  
Menifee, CA 92584  
(951) 244-7210  
Charges for Delivery

# County of San Diego CMS Patient Handbook

## CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

### **Walgreens**

27714 Clinton Keith Road  
Murrieta, CA 92562  
(951) 672-1214  
Free Delivery in Certain Zip Codes

### **Walgreens**

29910 Murrieta Hot Springs Road  
Murrieta, CA 92563  
(951) 894-1476  
No Mail/Delivery

### **Walgreens**

33060 Antelope Road  
Murrieta, CA 92584  
(951) 301-0670  
No Mail/Delivery

### **Walgreens**

40420 Murrieta Hot Springs Road  
Murrieta, CA 92563  
(951) 698-7459  
No Mail/Delivery

### **Walgreens**

40663 California Oaks Road  
Murrieta, CA 92562  
(951) 304-1219  
No Mail/Delivery

### **Walgreens**

885 Euclid Avenue  
National City, CA 91950  
(619) 267-1950  
Free Standard Shipping

### **Walgreens**

4181 Oceanside Boulevard  
Oceanside, CA 92056  
(760) 536-7330  
No Mail/Delivery

### **Walgreens**

13390 Poway Road  
Poway, CA 92064  
(858) 435-7580  
No Mail/Delivery

### **Walgreens**

10787 Camino Ruiz  
San Diego, CA 92126  
(858) 437-0761  
No Mail/Delivery

### **Walgreens**

5504 Balboa Avenue  
San Diego, CA 92111  
(858) 495-9155  
Free Standard Shipping

### **Walgreens**

640 University Avenue  
San Diego, CA 92103  
(619) 295-6688  
Free Standard Shipping to Certain  
SD Zip Codes

### **Walgreens**

8766 Navajo Road  
San Diego, CA 92119  
(619) 667-8764  
Free Standard Shipping

### **Walgreens**

3222 University Avenue  
San Diego, CA 92104  
(619) 528-1793  
Free Standard Shipping

### **Walgreens**

10512 Mission Gorge Road  
Santee, CA 92071  
(619) 258-7942  
No Mail/Delivery

# County of San Diego CMS Patient Handbook

## CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

### **Walgreens**

9305 Mission Gorge Road  
Santee, CA 92071  
(619) 258-8011  
No Mail/Delivery

### **Walgreens**

1320 Encinitas Boulevard  
Encinitas, CA 92024  
(760) 942-2018  
Free Standard Shipping

### **Walgreens**

1510 North Santa Fe Avenue  
Vista, CA 92083  
(760) 724-3763  
No Mail/Delivery

### **Walgreens**

3507 Cannon Road  
Oceanside, CA 92056  
(760) 630-1327  
No Mail/Delivery

### **Walgreens**

802 South Santa Fe Avenue  
Vista, CA 92084  
(760) 724-2833  
No Mail/Delivery

### **Walgreens**

1111 Third Avenue  
Chula Vista, CA 91911  
(619) 691-1308  
No Mail/Delivery

### **Walgreens**

3752 Mission Avenue  
Oceanside, CA 92054  
(760) 722-9409  
No Mail/Delivery

### **Walgreens**

310 Sycamore Avenue  
Vista, CA 92083  
(760) 630-5723  
No Mail/Delivery

### **Walmart**

75 N. Broadway  
Chula Vista, CA 91910  
(619) 691-0873  
1-800-273-3455 for Delivery

### **Walmart**

1150 Broadway  
Chula Vista, CA 91911  
(619) 591-4909  
1-800-273-3455 for Delivery

### **Walmart**

13487 Camino Canada  
El Cajon, CA 92021  
(619) 561-2420  
1-800-273-3455 for Delivery

### **Walmart**

605 Fletcher Parkway  
El Cajon, CA 92020  
(619) 440-0848  
1-800-273-3455 for Delivery

### **Walmart**

1200 Highland Avenue  
National City, CA 91950  
(619) 336-1607  
1-800-273-3455 for Delivery

### **Walmart**

3405 Marron Road  
Oceanside, CA 92056  
(760) 730-7386  
1-800-273-3455 for Delivery

# County of San Diego CMS Patient Handbook

## CMS Program Pharmacies

Please check with specific pharmacies for delivery details.

### **Walmart**

705 College Boulevard  
Oceanside, CA 92057  
(760) 631-1857  
1-800-273-3455 for Delivery

### **Walmart**

3382 Murphy Canyon Road  
San Diego, CA 92123  
(858) 571-6971  
1-800-273-3455 for Delivery

### **Walmart**

3412 College Avenue  
San Diego, CA 92115  
(619) 858-0074  
1-800-273-3455 for Delivery

### **Walmart**

732 Center Drive  
San Marcos, CA 92069  
(760) 233-8971  
1-800-273-3455 for Delivery

### **Walmart**

2100 Vista Way  
Oceanside, CA 92054  
(760) 966-0143  
1-800-273-3455 for Delivery

### **Walmart**

32225 Temecula Parkway  
Temecula, CA 92592  
(951) 506-7631  
1-800-273-3455 for Delivery

### **Walmart**

710 Dennery Road  
San Diego, CA 92154  
(619) 428-4088  
1-800-273-3455 for Delivery

### **Walmart**

4840 Shawline Street  
San Diego, CA 92111  
(858) 268-7840  
1-800-273-3455 for Delivery

\*You must be a patient of this community health center; otherwise you will need to have your prescriptions filled at one of the designated CMS pharmacies.